

**APPENDIX B**

**REGIONAL RESULTS**



## **SATISFACTION**



**Table 1**

**Satisfaction with Military or Civilian Health Care**

**Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>2</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>3</sup>**

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		Catchment Area Beneficiaries in U. S. Health Care Regions							
									1		2		3		4	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.01	4.1 0.01	3.4 0.01	4.0 0.01	3.4 0.03	4.1 0.01	3.4 0.03	3.9 0.04	3.6 0.02	4.1 0.02	3.3 0.04	4.1 0.03	3.3 0.02	4.0 0.02	3.4 0.03	4.1 0.02
Willingness to recommend (51 b, 66 b)	3.2 0.01	4.0 0.01	3.2 0.01	4.0 0.01	3.3 0.03	4.0 0.01	3.1 0.03	3.9 0.04	3.4 0.03	4.0 0.02	3.0 0.04	4.0 0.03	3.1 0.03	3.9 0.02	3.2 0.03	4.0 0.02
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.2 0.02	3.8 0.01	3.1 0.02	3.7 0.04	3.4 0.02	3.9 0.02	3.0 0.03	3.9 0.03	3.2 0.02	3.8 0.02	3.3 0.03	3.8 0.02
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.01	3.6 0.01	2.4 0.01	3.6 0.01	2.4 0.03	3.6 0.02	2.2 0.03	3.5 0.05	2.4 0.03	3.8 0.03	2.1 0.04	3.7 0.04	2.4 0.03	3.6 0.03	2.4 0.03	3.7 0.03
Finances (52 ee, ff, 67 ee, ff)	2.9 0.01	3.2 0.01	3.0 0.01	3.1 0.01	2.7 0.04	3.2 0.02	3.1 0.04	3.1 0.06	3.2 0.04	3.2 0.03	2.8 0.05	3.1 0.05	2.9 0.03	3.1 0.03	2.8 0.04	3.1 0.03
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.5 0.01	2.7 0.01	3.5 0.01	2.7 0.02	3.6 0.01	2.7 0.02	3.3 0.04	2.8 0.02	3.6 0.02	2.6 0.03	3.6 0.03	2.7 0.02	3.5 0.02	2.8 0.03	3.5 0.02
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.3 0.02	3.8 0.01	3.2 0.02	3.6 0.04	3.4 0.02	3.9 0.02	3.1 0.03	3.8 0.03	3.2 0.02	3.8 0.02	3.3 0.03	3.8 0.02
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.8 0.01	3.2 0.01	3.8 0.01	2.9 0.02	3.8 0.01	3.1 0.02	3.5 0.04	3.3 0.02	3.9 0.02	3.1 0.03	3.8 0.03	3.2 0.02	3.8 0.02	3.2 0.02	3.8 0.02
Total population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	286,386	226,170	361,451	276,701	352,318	306,962	185,080	167,644

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

<sup>2</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>3</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 1 (continued)**

**Satisfaction with Military or Civilian Health Care**

**Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58)  
Average Satisfaction Scale Values<sup>2</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>3</sup>**

Satisfaction	Catchment Area Beneficiaries in U. S. Health Care Regions															
	5		6		7/8		9		10		11		12		Alaska	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.05	4.1 0.03	3.4 0.03	4.1 0.02	3.3 0.02	4.0 0.02	3.6 0.05	4.0 0.04	3.7 0.05	4.0 0.04	3.6 0.03	4.0 0.03	3.5 0.06	4.1 0.06	3.5 0.06	4.0 0.06
Willingness to recommend (51 b, 66 b)	3.2 0.05	4.0 0.03	3.2 0.03	3.9 0.02	3.1 0.02	3.9 0.02	3.3 0.05	3.9 0.04	3.5 0.05	3.9 0.04	3.4 0.03	3.9 0.03	3.3 0.07	4.0 0.06	3.2 0.05	4.0 0.06
Technical quality (52 l-s, 67 l-s)	3.2 0.04	3.8 0.04	3.2 0.02	3.8 0.02	3.2 0.02	3.8 0.02	3.3 0.04	3.8 0.04	3.4 0.05	3.8 0.04	3.4 0.03	3.8 0.03	3.2 0.06	3.9 0.07	3.3 0.05	3.8 0.07
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.05	3.6 0.04	2.3 0.03	3.5 0.03	2.3 0.02	3.6 0.02	2.5 0.06	3.6 0.05	2.7 0.06	3.6 0.05	2.5 0.04	3.6 0.03	2.4 0.07	3.7 0.10	2.3 0.06	3.7 0.08
Finances (52 ee, ff, 67 ee, ff)	2.9 0.06	3.2 0.06	3.0 0.04	3.1 0.03	2.8 0.03	3.1 0.02	3.2 0.07	3.2 0.06	3.1 0.07	3.3 0.06	3.2 0.06	3.3 0.04	3.2 0.10	3.4 0.10	2.9 0.07	3.0 0.09
Access to appointments (52 g-j, 67 g-j)	2.7 0.04	3.5 0.04	2.7 0.02	3.5 0.02	2.7 0.02	3.5 0.02	2.9 0.04	3.5 0.04	2.9 0.04	3.6 0.04	2.9 0.03	3.6 0.03	2.8 0.06	3.6 0.07	2.8 0.04	3.6 0.06
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.04	3.7 0.04	3.2 0.02	3.7 0.02	3.2 0.02	3.7 0.02	3.3 0.04	3.8 0.04	3.5 0.04	3.8 0.04	3.4 0.03	3.8 0.03	3.1 0.06	3.9 0.07	3.3 0.04	3.8 0.06
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.2 0.04	3.8 0.03	3.2 0.02	3.7 0.02	3.2 0.01	3.8 0.02	3.3 0.04	3.7 0.04	3.3 0.04	3.9 0.04	3.4 0.03	3.8 0.02	3.2 0.05	3.8 0.06	3.3 0.04	3.7 0.06
Total population (n)	171,268	120,019	336,947	240,581	382,367	327,815	255,484	194,461	58,725	62,295	129,195	104,848	81,435	36,827	33,951	16,586

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

<sup>2</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>3</sup> The bottom number of each cell is the standard error of the sample estimate

Table 2

**Satisfaction with Military and Civilian Health Care**  
**Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>1</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>2</sup>**

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		Catchment Area Beneficiaries in U. S. Health Care Regions							
									1		2		3		4	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.3 0.01	4.0 0.01	3.3 0.01	4.0 0.01	3.3 0.03	4.0 0.02	3.3 0.05	3.9 0.05	3.5 0.03	4.0 0.03	3.1 0.05	4.0 0.04	3.2 0.03	3.9 0.03	3.3 0.03	4.0 0.03
Willingness to recommend (51 b, 66 b)	3.2 0.01	3.9 0.01	3.2 0.02	3.9 0.01	3.2 0.03	3.9 0.02	3.1 0.05	3.8 0.05	3.3 0.04	3.9 0.03	3.0 0.05	4.0 0.04	3.1 0.04	3.8 0.03	3.2 0.04	3.9 0.03
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.6 0.05	3.3 0.03	3.9 0.03	2.9 0.04	3.8 0.04	3.1 0.04	3.7 0.03	3.2 0.03	3.8 0.03
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.02	3.5 0.01	2.3 0.02	3.5 0.02	2.3 0.04	3.5 0.03	2.2 0.05	3.4 0.07	2.4 0.04	3.7 0.04	2.1 0.05	3.6 0.05	2.4 0.04	3.5 0.04	2.3 0.04	3.5 0.04
Finances (52 ee, ff, 67 ee, ff)	2.8 0.02	3.0 0.02	2.8 0.02	3.0 0.02	2.6 0.04	3.0 0.03	3.0 0.07	2.9 0.07	3.0 0.05	3.0 0.05	2.7 0.06	2.9 0.07	2.7 0.04	3.0 0.04	2.6 0.05	2.9 0.04
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.4 0.01	2.7 0.01	3.4 0.01	2.6 0.03	3.4 0.02	2.7 0.04	3.2 0.05	2.8 0.03	3.5 0.03	2.5 0.04	3.5 0.04	2.7 0.03	3.4 0.03	2.6 0.03	3.4 0.03
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.5 0.05	3.3 0.03	3.8 0.03	3.0 0.04	3.8 0.04	3.2 0.03	3.7 0.03	3.2 0.03	3.7 0.03
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.7 0.01	3.1 0.01	3.6 0.01	2.8 0.03	3.7 0.02	3.0 0.04	3.4 0.04	3.2 0.03	3.7 0.03	3.0 0.04	3.7 0.04	3.1 0.03	3.6 0.03	3.1 0.02	3.6 0.03
Total population (n) <sup>3</sup>	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	146,455	146,455	182,947	182,947	185,068	185,068	100,600	100,600

<sup>1</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>3</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

**Table 2 (continued)**

**Satisfaction with Military and Civilian Health Care**

**Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)**

**Average Satisfaction Scale Values<sup>1</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>2</sup>**

Satisfaction	Catchment Area Beneficiaries in U. S. Health Care Regions															
	5		6		7/8		9		10		11		12		Alaska	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.07	4.1 0.05	3.3 0.04	4.0 0.03	3.2 0.03	4.0 0.02	3.5 0.06	3.9 0.06	3.6 0.06	3.9 0.05	3.5 0.04	3.9 0.04	3.4 0.11	4.0 0.07	3.4 0.08	4.0 0.06
Willingness to recommend (51 b, 66 b)	3.2 0.08	4.0 0.05	3.1 0.04	3.9 0.03	3.1 0.03	3.9 0.02	3.3 0.07	3.8 0.06	3.5 0.06	3.8 0.05	3.4 0.04	3.8 0.04	3.2 0.11	4.0 0.08	3.2 0.08	4.0 0.06
Technical quality (52 l-s, 67 l-s)	3.2 0.07	3.7 0.06	3.2 0.04	3.7 0.03	3.1 0.02	3.7 0.02	3.2 0.06	3.7 0.06	3.4 0.07	3.7 0.05	3.4 0.04	3.7 0.04	3.1 0.11	3.7 0.09	3.3 0.07	3.8 0.08
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.08	3.6 0.07	2.3 0.04	3.4 0.04	2.3 0.03	3.4 0.03	2.5 0.08	3.5 0.07	2.6 0.09	3.5 0.07	2.6 0.05	3.5 0.05	2.2 0.11	3.6 0.14	2.3 0.09	3.7 0.10
Finances (52 ee, ff, 67 ee, ff)	2.7 0.09	3.0 0.10	2.8 0.05	3.0 0.04	2.6 0.04	2.9 0.03	3.1 0.10	3.0 0.08	3.0 0.10	3.1 0.09	3.2 0.06	3.1 0.06	2.9 0.16	3.2 0.13	2.8 0.10	2.9 0.11
Access to appointments (52 g-j, 67 g-j)	2.6 0.07	3.4 0.06	2.6 0.03	3.4 0.03	2.6 0.02	3.4 0.02	2.8 0.06	3.4 0.06	2.9 0.06	3.4 0.05	2.9 0.05	3.5 0.04	2.8 0.10	3.5 0.09	2.7 0.06	3.6 0.07
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.06	3.7 0.06	3.2 0.03	3.7 0.03	3.2 0.02	3.7 0.02	3.2 0.06	3.7 0.06	3.5 0.06	3.7 0.05	3.4 0.04	3.7 0.04	3.1 0.11	3.7 0.09	3.3 0.07	3.8 0.07
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.06	3.6 0.05	3.1 0.03	3.6 0.03	3.1 0.02	3.6 0.02	3.2 0.05	3.6 0.05	3.2 0.06	3.7 0.05	3.4 0.03	3.7 0.03	3.2 0.09	3.6 0.09	3.2 0.06	3.6 0.06
Total population (n) <sup>3</sup>	76,677	76,677	150,263	150,263	198,473	198,473	122,237	122,237	32,863	32,863	61,260	61,260	26,365	26,365	13,174	13,174

<sup>1</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>3</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

Table 12

**Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)**  
**All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Reasons for Not Using a Military Treatment Facility for Most Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Did not use a military facility for most care in past 12 months (55)	56.5 0.21	44.6 0.28	83.7 0.37	22.4 0.76	42.9 0.81	41.7 1.05	49.7 0.68	52.1 0.79
Never try to get care (56 a)	26.2 0.38	24.2 0.38	28.5 0.65	17.5 1.51	27.3 1.04	21.4 1.42	23.1 0.90	20.0 0.88
Did not need care (56 b)	11.8 0.28	13.0 0.32	10.2 0.45	19.9 1.66	13.5 0.85	13.9 1.33	11.7 0.71	11.8 0.78
Military facility too far away (56 c)	37.1 0.40	15.8 0.33	57.2 0.70	32.5 1.83	19.1 0.93	10.8 1.13	15.1 0.83	8.5 0.63
Too difficult to get an appointment (56 d)	26.8 0.36	34.1 0.41	20.5 0.59	16.6 1.40	32.0 1.16	40.6 1.69	34.6 1.02	36.6 1.05
Cannot see same provider (56 e)	15.8 0.29	20.9 0.37	11.2 0.45	11.4 1.40	22.4 1.04	27.1 1.55	20.7 0.87	20.0 0.90
Military facility used has been closed (56 f)	10.5 0.28	4.3 0.16	16.4 0.53	9.0 1.00	2.9 0.38	1.0 0.41	3.8 0.39	9.2 0.46
Services needed not available (56 g)	12.3 0.25	15.2 0.32	9.4 0.39	16.1 1.52	13.8 0.82	17.4 1.25	17.2 0.79	20.1 0.87
Get better care from civilian providers (56 h)	23.2 0.34	28.1 0.41	18.7 0.56	20.2 1.74	30.3 1.14	35.4 1.71	27.8 0.97	28.0 0.99
Not eligible for care in a military facility (56 i)	7.3 0.20	8.1 0.22	6.6 0.35	4.7 0.61	6.0 0.55	5.0 0.56	8.8 0.58	8.7 0.58
No appointment available for my type of beneficiary (56 j)	12.4 0.25	16.5 0.30	8.8 0.41	4.9 0.66	9.3 0.71	15.6 1.10	18.3 0.81	24.2 0.94
Difficult to find parking (56 k)	2.2 0.12	3.5 0.19	1.0 0.15	3.4 0.80	2.5 0.40	4.1 0.81	2.8 0.38	1.9 0.32
Some other reason (56 l)	16.8 0.29	21.1 0.38	12.3 0.45	26.7 1.83	22.1 1.10	21.5 1.45	19.8 0.85	17.8 0.86
Total population not using a military treatment facility for most care (n) <sup>2</sup>	3,519,454	1,655,911	1,773,788	89,756	166,442	208,012	256,956	142,800

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

**Table 12 (continued)**

**Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)**  
**All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Reasons for Not Using a Military Treatment Facility for Most Care	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Did not use a military facility for most care in past 12 months (55)	39.6 1.39	40.7 0.69	49.5 0.52	42.5 1.29	56.1 1.32	46.9 0.92	23.1 1.55	24.3 1.47
Never try to get care (56 a)	23.3 1.33	20.3 0.89	23.1 0.71	33.5 1.95	30.1 1.87	28.1 1.29	28.7 3.37	18.8 2.87
Did not need care (56 b)	14.3 1.49	13.0 0.89	13.6 0.59	12.4 1.47	10.2 1.24	14.4 1.05	13.4 2.68	21.3 3.00
Military facility too far away (56 c)	24.8 1.65	9.7 0.76	17.9 0.71	20.3 1.56	33.6 1.97	16.3 1.08	9.0 2.45	5.5 1.56
Too difficult to get an appointment (56 d)	30.0 1.58	41.6 1.12	35.7 0.81	21.6 1.62	23.6 1.74	29.4 1.29	31.4 3.49	34.5 3.32
Cannot see same provider (56 e)	18.1 1.26	22.9 1.02	18.6 0.66	19.7 1.66	11.3 1.20	20.6 1.16	19.5 3.12	19.5 2.78
Military facility used has been closed (56 f)	1.3 0.29	1.6 0.25	5.2 0.42	7.9 0.81	18.7 1.70	1.3 0.31	0.9 0.63	0.0 0.02
Services needed not available (56 g)	14.2 1.72	15.4 0.82	15.1 0.60	11.7 1.36	9.5 1.08	10.0 0.80	10.1 2.65	16.4 2.70
Get better care from civilian providers (56 h)	22.3 1.40	28.8 1.04	25.5 0.74	28.7 1.92	18.2 1.50	24.8 1.22	32.5 3.72	29.2 3.20
Not eligible for care in a military facility (56 i)	6.6 1.29	8.5 0.59	11.4 0.50	6.9 0.97	8.9 1.12	8.9 0.77	5.2 1.28	2.6 0.67
No appointment available for my type of beneficiary (56 j)	10.4 0.90	23.1 0.91	19.9 0.65	8.7 1.13	12.0 1.20	15.0 0.98	11.9 2.26	11.8 2.15
Difficult to find parking (56 k)	4.0 0.61	4.3 0.48	1.1 0.18	9.9 1.32	1.4 0.53	2.7 0.50	6.0 1.47	2.8 1.22
Some other reason (56 l)	19.7 1.62	20.8 0.93	20.1 0.68	23.7 1.88	19.3 1.62	28.3 1.34	24.2 3.40	25.4 3.10
Total population not using a military treatment facility for most care (n) <sup>2</sup>	93,697	187,456	275,887	151,892	53,513	87,045	22,389	9,821

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

**Table 17**

**Satisfaction with CHAMPUS Benefits**  
**Beneficiaries Who Used CHAMPUS in Past 12 Months (68)**  
**Average Satisfaction Score<sup>1</sup> (69) by Location (CACSMPLP)<sup>2</sup>**

Satisfaction with CHAMPUS Benefits	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Providers' willingness to submit claims (69 a)	3.7 0.02	3.8 0.02	3.7 0.03	3.7 0.08	3.6 0.06	3.9 0.05	3.8 0.04	3.7 0.04
Claims processing procedures (69 b)	3.2 0.02	3.2 0.02	3.1 0.03	3.4 0.09	3.0 0.06	3.5 0.06	3.2 0.05	3.1 0.05
Time to solve claim problems (69 c)	2.9 0.02	2.9 0.02	2.7 0.04	3.1 0.09	2.7 0.05	3.2 0.06	2.9 0.05	2.8 0.05
Time waiting for payment (69 d)	2.9 0.02	3.0 0.02	2.8 0.03	3.1 0.09	2.8 0.05	3.2 0.06	3.0 0.05	2.9 0.04
Amount of CHAMPUS deductible (69 e)	2.8 0.02	2.9 0.02	2.7 0.03	3.2 0.09	2.8 0.05	2.9 0.06	2.9 0.05	2.7 0.04
Amount of CHAMPUS copayment (69 f)	2.9 0.02	3.0 0.02	2.7 0.03	3.2 0.08	2.9 0.05	3.1 0.06	2.9 0.04	2.8 0.04
Coverage of services and procedures (69 g)	2.8 0.02	2.9 0.02	2.7 0.03	3.4 0.09	2.9 0.06	3.0 0.06	2.9 0.05	2.8 0.04
Total population who used CHAMPUS in past 12 months (n)	1,326,819	687,015	598,455	41,349	61,446	137,222	108,528	67,440

<sup>1</sup> These average scores represent the arithmetic mean for responses to each part of question 69, where the responses range in value from one for very dissatisfied to five for very satisfied

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 17 (continued)****Satisfaction with CHAMPUS Benefits****Beneficiaries Who Used CHAMPUS in Past 12 Months (68)****Average Satisfaction Score<sup>1</sup> (69) by Location (CACSMPLP)<sup>2</sup>**

Satisfaction with CHAMPUS Benefits	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Providers' willingness to submit claims (69 a)	3.7 0.06	3.7 0.05	3.8 0.03	3.9 0.08	3.7 0.10	3.7 0.06	4.0 0.15	3.7 0.15
Claims processing procedures (69 b)	3.0 0.07	3.2 0.05	3.2 0.04	3.4 0.10	3.3 0.11	3.3 0.07	3.7 0.15	3.0 0.17
Time to solve claim problems (69 c)	2.8 0.08	2.9 0.05	2.8 0.04	3.0 0.10	2.9 0.11	3.0 0.08	3.5 0.17	2.6 0.13
Time waiting for payment (69 d)	2.9 0.07	2.9 0.05	2.9 0.04	3.1 0.09	3.0 0.10	3.1 0.07	3.5 0.16	2.4 0.21
Amount of CHAMPUS deductible (69 e)	2.8 0.08	2.9 0.05	2.8 0.04	2.9 0.09	2.9 0.10	2.9 0.07	3.3 0.18	2.6 0.21
Amount of CHAMPUS copayment (69 f)	2.9 0.06	3.0 0.05	2.9 0.03	3.0 0.09	3.0 0.11	3.0 0.07	3.3 0.18	2.5 0.21
Coverage of services and procedures (69 g)	2.9 0.07	2.9 0.05	2.9 0.04	3.2 0.10	3.0 0.10	3.0 0.07	3.5 0.16	2.5 0.21
Total population who used CHAMPUS in past 12 months (n)	35,109	77,070	104,151	44,508	13,019	24,011	9,405	5,107

<sup>1</sup> These average scores represent the arithmetic mean for responses to each part of question 69, where the responses range in value from one for very dissatisfied to five for very satisfied

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

## **ACCESS TO CARE**



Table 26

**Access to Health Care**  
**Percent of Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>2</sup>**

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		Catchment Area Beneficiaries in U. S. Health Care Regions								
									1		2		3		4		
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care
1 - 2 phone calls for an appointment (47, 62)	35.6 0.36	60.5 0.39	38.1 0.43	60.5 0.43	26.8 0.80	61.6 0.71	37.6 1.11	44.2 1.74	41.4 1.11	62.0 1.09	34.1 1.55	61.5 1.61	33.7 0.94	59.7 0.99	39.8 1.14	62.4 1.03	
Wait less than 30 minutes in a medical facility (48, 63)	67.5 0.42	83.3 0.31	66.8 0.48	85.3 0.31	71.7 1.07	81.7 0.58	65.5 1.23	73.9 1.53	70.9 1.14	88.1 0.71	58.4 1.80	85.6 1.18	65.0 1.13	80.4 0.81	70.0 1.25	81.0 0.82	
Travel less than 30 minutes to a medical facility (49, 64)	75.4 0.37	86.1 0.29	80.7 0.36	87.6 0.27	47.9 1.11	84.5 0.56	84.0 0.89	83.9 1.24	68.9 1.15	87.8 0.78	83.5 1.29	90.3 0.85	77.2 0.93	85.7 0.71	78.4 1.11	85.1 0.76	
Waiting time for an appointment																	
Same day for appt. for urgent care (50, 65)	89.8 0.42	93.9 0.30	90.1 0.46	93.8 0.35	85.3 1.49	93.9 0.49	93.0 0.90	94.2 1.16	90.0 1.28	95.5 0.69	87.8 1.80	92.9 1.47	90.8 1.09	91.6 0.96	90.3 1.12	95.3 0.62	
7 days or less for appt. for minor illness (50, 65)	93.3 0.24	97.1 0.17	93.4 0.26	97.0 0.18	91.8 0.84	97.2 0.29	94.2 0.58	97.3 0.85	95.3 0.49	97.0 0.51	95.1 0.83	97.6 0.57	92.7 0.67	97.0 0.45	93.2 0.67	97.3 0.44	
30 days or less for appt. for routine/preventive care (50, 65)	92.5 0.23	92.0 0.25	92.3 0.25	93.4 0.21	92.0 0.72	90.4 0.48	94.8 0.55	95.5 1.00	88.5 0.75	90.8 0.66	94.1 0.91	95.1 0.64	93.1 0.61	92.3 0.60	93.2 0.65	93.9 0.53	
30 days or less for appt. for chronic or ongoing condition (50, 65)	91.0 0.32	94.7 0.25	90.9 0.36	95.4 0.21	89.8 1.00	93.8 0.47	94.1 0.90	96.5 0.99	86.9 1.04	94.6 0.64	94.3 0.96	96.6 0.66	92.1 0.76	94.0 0.66	92.9 0.91	95.0 0.57	
Total Population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	286,386	226,170	361,451	276,701	352,318	306,962	185,080	167,644	

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 26 (continued)**

**Access to Health Care**

**Percent of Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>2</sup>**

Access Measures	Catchment Area Beneficiaries in U. S. Health Care Regions															
	5		6		7/8		9		10		11		12		Alaska	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	36.6 1.99	59.1 2.06	36.8 1.07	60.1 1.08	40.0 0.76	61.1 0.78	38.7 2.01	57.9 2.00	45.0 2.13	59.6 1.93	42.6 1.31	63.5 1.36	40.0 2.96	51.1 3.60	48.8 2.29	62.5 3.07
Wait less than 30 minutes in a medical facility (48, 63)	60.8 2.18	84.6 1.62	66.5 1.20	83.9 0.84	71.9 0.79	85.9 0.58	63.2 2.27	87.6 1.31	77.5 2.15	89.1 1.22	72.2 1.32	92.0 0.77	70.4 2.96	90.8 1.98	80.8 1.86	93.2 1.53
Travel less than 30 minutes to a medical facility (49, 64)	80.4 1.63	86.0 1.37	84.1 0.86	88.2 0.70	83.7 0.62	87.1 0.55	85.5 1.42	89.0 1.19	70.6 2.21	89.7 1.05	80.9 1.09	85.7 0.97	87.9 1.88	91.9 1.75	88.9 1.43	90.2 1.85
Waiting time for an appointment																
Same day for appt. for urgent care (50, 65)	91.0 1.33	91.2 2.41	89.3 1.23	93.8 0.94	88.8 0.82	94.0 0.59	90.7 2.06	94.9 1.15	92.9 1.64	96.0 0.96	91.6 1.20	95.5 0.93	96.1 1.66	94.4 2.63	89.9 2.23	98.0 1.14
7 days or less for appt. for minor illness (50, 65)	91.8 1.29	97.8 0.49	92.2 0.75	97.0 0.49	90.8 0.59	96.2 0.40	95.3 1.03	96.3 0.84	93.2 1.27	97.7 0.77	93.3 0.79	96.2 0.66	95.7 1.19	98.8 0.72	93.3 1.24	97.5 1.32
30 days or less for appt. for routine/preventive care (50, 65)	89.1 1.24	93.1 0.82	89.1 0.79	94.7 0.50	92.9 0.49	93.7 0.43	96.1 0.81	92.9 1.03	92.8 1.32	90.1 1.40	94.3 0.68	94.3 0.66	93.5 1.56	95.8 1.13	93.0 1.22	98.3 0.87
30 days or less for appt. for chronic or ongoing condition (50, 65)	86.8 1.77	94.9 0.78	86.0 1.20	95.1 0.69	93.4 0.55	95.7 0.39	90.2 1.87	96.1 0.84	93.3 1.58	96.2 0.90	91.4 1.01	96.5 0.61	95.7 1.42	97.2 1.23	95.6 1.22	98.9 0.98
Total Population (n)	171,268	120,019	336,947	240,581	382,367	327,815	255,484	194,461	58,725	62,295	129,195	104,848	81,435	36,827	33,951	16,586

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

Table 27

## Access to Health Care

Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>1</sup>

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		Catchment Area Beneficiaries in U. S. Health Care Regions								
									1		2		3		4		
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care
1 - 2 phone calls for an appointment (47, 62)	30.2 0.46	56.5 0.52	33.3 0.53	57.1 0.58	22.9 0.92	57.3 1.14	33.4 1.87	43.5 2.02	36.4 1.41	59.1 1.44	30.1 1.94	58.3 2.12	31.8 1.24	56.4 1.30	33.4 1.36	61.3 1.37	
Wait less than 30 minutes in a medical facility (48, 63)	66.0 0.60	82.5 0.43	65.2 0.68	84.2 0.43	69.9 1.41	79.8 0.97	61.3 2.21	77.4 1.85	69.7 1.59	87.4 0.97	56.6 2.45	84.8 1.54	64.6 1.55	79.4 1.10	67.6 1.68	81.2 1.06	
Travel less than 30 minutes to a medical facility (49, 64)	67.0 0.58	84.8 0.40	74.9 0.55	85.8 0.39	41.2 1.36	82.7 0.95	75.4 1.89	85.3 1.26	66.2 1.57	85.9 1.10	78.0 1.91	88.3 1.22	70.6 1.43	84.3 0.97	73.3 1.47	82.6 1.09	
Waiting time for an appointment																	
Same day for appt. for urgent care (50, 65)	86.9 0.67	92.5 0.46	88.2 0.69	92.5 0.55	81.5 2.05	92.4 0.88	88.8 2.30	93.3 1.59	87.9 2.04	93.5 1.16	83.8 2.82	91.2 2.15	88.9 1.68	91.1 1.25	88.6 1.55	94.1 0.97	
7 days or less for appt. for minor illness (50, 65)	91.3 0.40	96.1 0.27	91.4 0.43	96.2 0.27	90.5 1.18	95.8 0.57	92.2 1.32	96.6 1.24	95.0 0.73	96.3 0.83	93.4 1.16	97.1 0.75	92.1 0.89	96.7 0.61	90.1 1.17	95.9 0.73	
30 days or less for appt. for routine/preventive care (50, 65)	90.8 0.37	93.8 0.30	90.3 0.42	94.7 0.26	91.4 0.95	91.9 0.73	93.5 1.17	96.1 1.08	87.6 1.10	94.2 0.72	92.1 1.46	96.5 0.63	91.5 0.99	93.6 0.72	91.9 0.99	95.3 0.62	
30 days or less for appt. for chronic or ongoing condition (50, 65)	89.6 0.47	95.5 0.28	89.3 0.52	95.6 0.28	89.3 1.25	95.2 0.65	94.0 1.52	97.0 1.33	87.1 1.40	95.3 0.86	93.0 1.25	96.8 0.86	91.3 1.09	94.9 0.74	90.0 1.50	94.8 0.78	
Total Population (n) <sup>2</sup>	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	146,455	146,455	182,947	182,947	185,068	185,068	100,600	100,600	

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

**Table 27 (continued)**

**Access to Health Care**

**Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>1</sup>**

Access Measures	Catchment Area Beneficiaries in U. S. Health Care Regions															
	5		6		7/8		9		10		11		12		Alaska	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	27.1 1.92	56.2 2.92	32.9 1.38	56.8 1.46	33.4 0.99	57.8 1.05	32.9 2.47	51.2 2.73	40.7 2.77	53.8 2.76	39.7 1.83	59.3 1.84	40.4 4.51	49.8 4.67	42.3 3.63	58.8 3.68
Wait less than 30 minutes in a medical facility (48, 63)	59.6 3.02	84.3 2.46	65.1 1.73	83.2 1.15	70.2 1.13	84.3 0.79	61.7 3.27	85.6 1.96	74.3 3.11	86.3 1.94	70.7 2.01	89.9 1.18	62.6 5.29	89.4 2.80	80.6 3.12	92.2 1.88
Travel less than 30 minutes to a medical facility (49, 64)	74.6 2.01	84.4 2.06	77.9 1.42	87.2 1.00	76.4 1.05	84.8 0.81	81.6 2.36	86.8 1.84	63.0 3.16	86.9 1.70	76.0 1.78	84.5 1.39	82.6 3.76	91.9 2.36	86.1 2.51	88.6 2.32
Waiting time for an appointment																
Same day for appt. for urgent care (50, 65)	87.5 2.36	88.3 4.00	87.8 1.82	91.8 1.57	85.3 1.28	93.1 0.86	93.6 2.12	94.8 1.58	93.3 1.84	95.0 1.50	91.1 1.89	93.5 1.64	97.1 1.74	92.6 1.74	90.8 4.18	97.0 3.24
7 days or less for appt. for minor illness (50, 65)	88.4 2.68	97.3 0.77	88.5 1.39	96.1 0.82	88.0 0.95	95.3 0.62	92.6 2.05	95.7 1.24	92.5 1.77	96.7 1.33	90.4 1.43	94.7 1.14	95.2 1.48	98.0 1.26	91.8 2.21	97.5 1.60
30 days or less for appt. for routine/preventive care (50, 65)	85.3 2.40	93.5 1.13	84.3 1.38	95.6 0.61	91.5 0.72	94.4 0.55	94.8 1.38	93.4 1.42	91.1 1.92	92.7 1.77	92.8 1.14	94.8 0.88	91.7 2.62	96.9 1.23	91.7 2.02	98.4 1.00
30 days or less for appt. for chronic or ongoing condition (50, 65)	82.2 3.20	95.1 1.04	80.4 2.00	94.7 1.05	91.7 0.80	95.3 0.54	92.6 2.09	96.6 1.01	89.5 2.65	95.3 1.46	90.8 1.46	97.0 0.77	93.7 2.84	98.3 1.29	94.9 2.01	98.5 1.40
Total Population (n) <sup>2</sup>	76,677	76,677	150,263	150,263	198,473	198,473	122,237	122,237	32,863	32,863	61,260	61,260	26,365	26,365	13,174	13,174

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

<b>Table 37</b> <b>Access Measures</b> <b>Beneficiaries Who Used Military Care in Past 12 Months (43)</b> <b>Overseas Beneficiaries by Location (CACSMPLP)<sup>1</sup></b>					
Access Measures	Total DoD Beneficiaries	Overseas Beneficiaries	Europe	Pacific	Latin America
1 - 2 phone calls for an appointment (47)	35.6 0.36	37.6 1.11	39.4 1.47	38.5 1.36	33.2 3.20
Wait less than 30 minutes in a medical facility (48)	67.5 0.42	65.5 1.23	69.2 1.52	67.6 1.58	56.0 3.71
Travel less than 30 minutes to a medical facility (49)	75.4 0.37	84.0 0.89	81.9 1.29	89.0 0.94	82.0 2.48
Waiting time for an appointment					
Same day for appt. for urgent care (50)	89.8 0.42	93.0 0.90	93.2 1.12	93.6 0.84	91.7 3.04
7 days or less for appt. for minor illness (50)	93.3 0.24	94.2 0.58	94.5 0.71	94.1 0.71	93.7 1.75
30 days or less for appt. for routine/preventive care (50)	92.5 0.23	94.8 0.55	94.8 0.80	93.9 0.74	95.7 1.38
30 days or less for appt. for chronic or ongoing condition (50)	91.0 0.32	94.1 0.90	95.8 0.74	96.1 0.68	88.0 3.45
Total Population (n)	3,808,455	328,568	150,423	96,408	81,737

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate



## **KNOWLEDGE OF TRICARE**



Knowledge and Information about TRICARE	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Have heard of TRICARE (70)	68.9 0.29	73.5 0.31	59.3 0.63	76.7 0.88	65.5 0.83	69.9 1.20	76.9 0.67	79.6 0.80
Level of knowledge (71)								
A great deal (71)	10.3 0.18	12.1 0.23	7.5 0.32	8.7 0.59	5.8 0.45	8.1 0.78	15.0 0.58	16.4 0.68
Something (71)	24.8 0.26	28.2 0.31	18.5 0.49	26.9 0.92	20.1 0.73	25.1 1.17	30.4 0.77	31.5 0.86
A little (71)	29.8 0.29	30.2 0.33	27.8 0.59	36.6 1.03	33.3 0.87	32.1 1.26	29.9 0.76	29.7 0.87
Nothing (71)	35.0 0.29	29.5 0.32	46.2 0.63	27.8 0.94	40.8 0.88	34.7 1.24	24.6 0.67	22.5 0.76
Information sources (72)								
Presentation (72 a)	33.6 0.33	37.7 0.40	21.7 0.64	42.4 1.21	30.3 1.13	28.7 1.59	42.4 0.93	39.4 1.01
Mailed information (72 b)	56.0 0.37	56.6 0.42	56.5 0.86	48.8 1.22	41.5 1.18	48.3 1.69	59.7 0.94	59.6 1.03
Military providers (72 c)	15.2 0.26	17.1 0.32	10.5 0.51	16.2 0.93	10.7 0.78	15.2 1.30	20.1 0.78	20.7 0.88
Civilian providers (72 d)	4.4 0.15	4.3 0.16	5.1 0.37	2.1 0.41	2.4 0.37	3.2 0.58	5.0 0.42	7.9 0.59
TRICARE information number (72 e)	16.2 0.28	17.1 0.33	16.0 0.62	8.2 0.67	5.9 0.60	17.2 1.38	19.3 0.77	19.2 0.90
Military base newspaper (72 f)	30.8 0.33	34.3 0.40	21.5 0.70	36.1 1.13	41.3 1.19	34.6 1.63	32.4 0.88	37.2 1.01
City, town, or regional newspaper (72 g)	7.1 0.17	8.6 0.21	4.2 0.37	3.9 0.45	6.6 0.58	9.2 0.89	8.9 0.48	19.0 0.80
Friends or neighbors (72 h)	25.2 0.31	29.4 0.39	16.8 0.61	20.6 0.96	21.6 1.05	31.1 1.62	29.2 0.87	36.3 1.04
Visited TRICARE Service Center (72 i)	20.3 0.28	24.0 0.35	13.5 0.53	13.3 0.82	7.0 0.67	17.9 1.32	28.8 0.87	25.5 0.92
Commercial radio or TV (72 j)	2.7 0.12	2.0 0.12	1.3 0.20	14.5 0.86	1.5 0.26	2.0 0.55	2.3 0.27	3.8 0.41
Some other way (72 k)	23.6 0.33	21.3 0.35	28.5 0.79	24.7 1.13	32.2 1.15	25.1 1.47	16.4 0.72	17.6 0.80
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) <sup>2</sup>	3,947,405	2,557,871	1,107,815	281,719	223,056	319,007	378,431	208,283

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

Table 38 (continued)								
Knowledge of and Information Sources About TRICARE (70-72) All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72) Percent of Beneficiaries by Location (CACSMPLP) <sup>1</sup>								
Knowledge and Information about TRICARE	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Have heard of TRICARE (70)	64.3 1.55	80.1 0.67	78.0 0.50	64.9 1.52	69.1 1.43	76.5 0.87	78.0 2.13	90.7 1.02
Level of knowledge (71)								
A great deal (71)	5.9 0.85	15.5 0.66	13.8 0.43	10.8 0.99	14.1 1.15	14.7 0.78	17.2 2.11	14.9 1.43
Something (71)	17.6 1.23	33.1 0.86	32.5 0.58	23.8 1.38	26.6 1.41	34.2 1.02	36.1 2.56	37.8 1.99
A little (71)	31.2 1.47	30.1 0.84	28.9 0.57	29.4 1.52	28.3 1.47	28.0 0.96	23.1 2.19	34.4 2.07
Nothing (71)	45.3 1.68	21.4 0.68	24.8 0.51	36.0 1.54	31.0 1.41	23.2 0.83	23.6 2.18	12.9 1.14
Information sources (72)								
Presentation (72 a)	37.5 2.12	40.6 0.99	41.1 0.69	31.9 1.93	32.9 1.79	37.0 1.17	52.6 2.89	58.1 2.04
Mailed information (72 b)	36.5 1.99	60.2 1.02	67.2 0.67	54.9 2.08	58.8 1.93	62.3 1.21	63.1 3.01	55.5 2.25
Military providers (72 c)	10.5 1.20	18.6 0.82	17.2 0.53	15.8 1.52	15.7 1.42	20.1 1.04	22.3 2.56	19.1 2.00
Civilian providers (72 d)	2.1 0.45	4.8 0.42	4.9 0.30	3.5 0.75	5.5 0.87	3.5 0.42	2.7 0.93	1.7 0.48
TRICARE information number (72 e)	5.5 1.04	19.9 0.84	19.1 0.58	19.8 1.70	20.9 1.63	20.5 1.03	15.5 2.03	9.4 1.22
Military base newspaper (72 f)	41.8 2.13	35.6 0.98	37.4 0.69	25.5 1.88	26.0 1.72	27.7 1.09	23.8 2.65	34.3 2.12
City, town, or regional newspaper (72 g)	7.5 1.07	7.3 0.51	11.3 0.40	2.4 0.64	4.2 0.78	7.1 0.60	4.4 1.28	2.0 0.53
Friends or neighbors (72 h)	25.0 1.74	31.7 0.96	31.4 0.66	25.8 1.87	23.4 1.69	29.2 1.15	26.7 2.87	33.4 2.08
Visited TRICARE Service Center (72 i)	4.2 0.63	35.5 1.00	25.0 0.63	25.0 1.74	28.5 1.77	29.7 1.17	30.2 2.86	17.0 1.62
Commercial radio or TV (72 j)	1.4 0.37	2.9 0.41	2.0 0.20	0.8 0.35	1.5 0.48	0.9 0.35	2.1 0.87	0.6 0.29
Some other way (72 k)	29.6 1.93	18.2 0.82	18.6 0.55	25.4 1.83	20.7 1.59	17.8 0.94	19.2 2.32	18.7 1.76
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) <sup>2</sup>	126,617	355,171	411,463	222,316	64,090	141,226	73,337	34,874

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

Table 46					
Knowledge of and Information Sources About TRICARE (70-72)					
All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72)					
Percent of Overseas Beneficiaries by Location (CACSMPLP) <sup>1</sup>					
Knowledge and Information about TRICARE	Total DoD Beneficiaries	Overseas Beneficiaries	Europe	Pacific	Latin America
Have heard of TRICARE (70)	68.9 0.29	76.7 0.88	82.9 0.97	76.7 1.04	66.5 2.60
Level of knowledge (71)					
A great deal (71)	10.3 0.18	8.7 0.59	8.6 0.74	9.1 0.81	8.3 1.60
Something (71)	24.8 0.26	26.9 0.92	29.8 1.23	26.7 1.20	22.1 2.42
A little (71)	29.8 0.29	36.6 1.03	39.8 1.37	33.4 1.23	34.7 2.79
Nothing (71)	35.0 0.29	27.8 0.94	21.8 1.08	30.7 1.24	34.9 2.67
Information sources (72)					
Presentation (72 a)	33.6 0.33	42.4 1.21	41.8 1.48	44.5 1.56	41.1 3.64
Mailed information (72 b)	56.0 0.37	48.8 1.22	57.2 1.54	41.2 1.62	40.4 3.53
Military providers (72 c)	15.2 0.26	16.2 0.93	15.5 1.17	16.4 1.19	17.3 2.78
Civilian providers (72 d)	4.4 0.15	2.1 0.41	1.4 0.32	1.8 0.42	3.8 1.52
TRICARE information number (72 e)	16.2 0.28	8.2 0.67	6.9 0.73	9.9 1.07	8.8 2.06
Military base newspaper (72 f)	30.8 0.33	36.1 1.13	40.8 1.51	36.5 1.48	25.9 3.07
City, town, or regional newspaper (72 g)	7.1 0.17	3.9 0.45	4.4 0.59	3.2 0.47	3.7 1.36
Friends or neighbors (72 h)	25.2 0.31	20.6 0.96	20.2 1.23	24.3 1.35	17.1 2.68
Visited TRICARE Service Center (72 i)	20.3 0.28	13.3 0.82	14.1 1.02	14.8 1.36	10.2 2.25
Commercial radio or TV (72 j)	2.7 0.12	14.5 0.86	17.9 1.15	11.0 0.97	11.4 2.50
Some other way (72 k)	23.6 0.33	24.7 1.13	22.7 1.38	23.3 1.38	30.5 3.43
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) <sup>2</sup>	3,947,405	281,719	137,989	76,500	67,230

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

Table 47

## Attitudes about TRICARE Prime (73)

## Beneficiaries Who Know Something About TRICARE Prime (71)

Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements<sup>1</sup>

Attitudes about TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Have clear information about enrollment procedures (73 a)	41.8 0.37	45.9 0.43	31.6 0.80	43.6 1.24	23.8 1.09	37.1 1.68	51.5 0.99	50.2 1.09
TRICARE Prime will increase access to care (73 b)	26.4 0.34	29.4 0.40	19.4 0.68	25.5 1.11	14.9 0.92	25.4 1.61	31.8 0.94	29.1 1.04
Confused about costs (73 c)	39.9 0.39	38.0 0.43	43.8 0.91	42.1 1.26	51.0 1.28	44.8 1.72	35.0 0.96	36.7 1.09
Will have better preventive care (73 d)	19.5 0.30	21.1 0.36	16.0 0.63	18.6 0.99	11.4 0.84	16.4 1.36	24.4 0.86	21.6 0.91
TRICARE Prime will make it harder to see a specialist (73 e)	24.6 0.33	24.6 0.37	26.1 0.81	18.4 0.97	19.8 0.98	28.7 1.61	25.5 0.84	30.9 1.01
Can see the same doctor each visit (73 f)	32.4 0.36	33.7 0.42	29.0 0.80	34.5 1.21	26.2 1.17	26.3 1.63	34.5 0.95	33.1 1.03
Know what to do to make an appointment (73 g)	37.8 0.36	43.1 0.42	25.7 0.73	35.9 1.22	14.8 0.92	37.9 1.68	46.5 0.99	44.3 1.07
Will be easier to get phone advice (73 h)	18.1 0.29	20.6 0.37	12.9 0.57	15.2 0.85	9.4 0.75	21.3 1.56	20.1 0.81	18.5 0.85
Will use more of own money for health care (73 i)	32.0 0.36	33.2 0.40	31.3 0.86	23.9 1.04	40.3 1.26	27.3 1.51	30.5 0.89	36.6 1.04
Know how to use Health Care Finder (73 j)	24.5 0.32	26.2 0.38	21.9 0.72	18.7 1.00	10.4 0.75	15.4 1.30	31.4 0.93	28.6 0.98
Satisfied with prompt payment of bills from civilian providers (73 k)	18.3 0.30	17.7 0.33	21.9 0.75	10.3 0.85	12.4 0.83	18.4 1.31	19.9 0.77	18.1 0.81
Satisfied with choice of provider (73 l)	21.2 0.30	24.0 0.37	14.7 0.60	20.7 1.10	6.7 0.63	17.4 1.40	26.6 0.89	25.7 1.02
Quality of my health care has improved under TRICARE Prime (73 m)	10.0 0.23	11.1 0.29	7.8 0.45	8.3 0.73	2.8 0.41	8.6 1.06	12.8 0.67	11.6 0.83
Need more information (73 n)	54.9 0.38	52.1 0.43	59.5 0.88	63.1 1.21	73.6 1.12	60.2 1.71	47.7 1.00	46.3 1.11
Understand differences between Standard, Extra, and Prime (73 o)	36.5 0.36	39.8 0.42	30.0 0.81	31.7 1.15	26.1 1.11	27.8 1.61	45.2 0.99	46.9 1.10
Total population who knows something about TRICARE Prime (n)	3,947,405	2,557,871	1,107,815	281,719	223,056	319,007	378,431	208,283

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 47 (continued)****Attitudes about TRICARE Prime (73)****Beneficiaries Who Know Something About TRICARE Prime (71)****Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements<sup>1</sup>**

Attitudes about TRICARE Prime	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Have clear information about enrollment procedures (73 a)	21.0 1.57	52.2 1.06	50.7 0.74	49.5 2.14	50.9 2.03	51.7 1.28	64.6 2.96	53.0 2.32
TRICARE Prime will increase access to care (73 b)	18.2 1.74	36.3 1.04	25.7 0.65	39.1 2.09	37.5 2.00	34.6 1.21	45.9 3.19	18.8 1.80
Confused about costs (73 c)	50.3 2.24	31.3 0.98	36.7 0.73	36.5 2.12	36.5 1.97	30.5 1.15	28.0 2.83	37.6 2.34
Will have better preventive care (73 d)	13.4 1.48	25.6 0.95	18.1 0.57	27.6 1.88	29.0 1.89	25.6 1.12	28.9 2.96	15.3 1.59
TRICARE Prime will make it harder to see a specialist (73 e)	18.0 1.76	24.6 0.91	28.1 0.68	18.6 1.59	20.8 1.62	21.4 1.06	15.7 2.15	29.8 2.27
Can see the same doctor each visit (73 f)	27.5 2.07	33.6 1.02	34.1 0.71	44.4 2.12	47.0 2.04	37.4 1.26	39.7 3.13	39.9 2.28
Know what to do to make an appointment (73 g)	14.1 1.41	49.7 1.06	50.9 0.74	46.3 2.13	47.7 2.02	60.1 1.22	56.8 3.10	44.9 2.32
Will be easier to get phone advice (73 h)	9.1 1.48	25.8 0.99	23.3 0.64	21.1 1.73	20.4 1.65	24.5 1.15	30.3 3.00	23.6 1.96
Will use more of own money for health care (73 i)	40.0 2.21	33.9 1.00	36.5 0.71	29.7 1.92	34.2 1.96	28.5 1.11	24.2 2.64	37.9 2.26
Know how to use Health Care Finder (73 j)	12.9 1.67	32.0 1.01	27.5 0.68	32.5 1.98	32.9 1.92	34.7 1.24	34.8 3.08	21.9 1.94
Satisfied with prompt payment of bills from civilian providers (73 k)	9.1 0.88	19.3 0.85	15.9 0.54	21.9 1.79	23.7 1.73	20.5 1.07	18.4 2.41	7.8 1.10
Satisfied with choice of provider (73 l)	5.9 0.79	28.8 0.99	25.7 0.64	30.5 1.91	34.8 1.98	31.3 1.23	37.5 3.13	28.4 2.30
Quality of my health care has improved under TRICARE Prime (73 m)	1.8 0.44	14.4 0.80	9.7 0.44	16.4 1.59	14.5 1.42	15.3 0.92	19.3 2.69	5.9 1.05
Need more information (73 n)	76.2 1.98	43.8 1.08	46.4 0.75	51.3 2.12	45.1 2.05	41.4 1.26	51.4 3.19	49.0 2.35
Understand differences between Standard, Extra, and Prime (73 o)	26.6 1.93	44.1 1.07	48.0 0.75	37.0 2.04	40.6 2.02	38.3 1.27	46.9 3.19	51.9 2.32
Total population who knows something about TRICARE Prime (n)	126,617	355,171	411,463	222,316	64,090	141,226	73,337	34,874

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

Table 55

**Attitudes About TRICARE Prime (73)**  
**Beneficiaries Who Know Something About TRICARE Prime (71)**  
**Percent of Overseas Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements<sup>1</sup>**

Attitudes about TRICARE Prime	Total Beneficiaries	Overseas Beneficiaries	Europe	Pacific	Latin America
Have clear information about enrollment procedures (73 a)	41.8 0.37	43.6 1.24	43.9 1.55	44.2 1.58	42.3 3.72
TRICARE Prime will increase access to care (73 b)	26.4 0.34	25.5 1.11	25.6 1.41	26.0 1.39	24.8 3.27
Confused about costs (73 c)	39.9 0.39	42.1 1.26	39.1 1.55	42.4 1.56	47.8 3.77
Will have better preventive care (73 d)	19.5 0.30	18.6 0.99	19.2 1.27	18.3 1.24	17.6 2.90
TRICARE Prime will make it harder to see a specialist (73 e)	24.6 0.33	18.4 0.97	17.1 1.09	19.1 1.31	20.6 3.07
Can see the same doctor each visit (73 f)	32.4 0.36	34.5 1.21	36.8 1.54	31.9 1.51	32.5 3.57
Know what to do to make an appointment (73 g)	37.8 0.36	35.9 1.22	38.1 1.54	32.5 1.49	35.2 3.66
Will be easier to get phone advice (73 h)	18.1 0.29	15.2 0.85	17.6 1.22	15.4 1.27	9.7 2.04
Will use more of own money for health care (73 i)	32.0 0.36	23.9 1.04	22.4 1.29	28.6 1.43	21.7 3.05
Know how to use Health Care Finder (73 j)	24.5 0.32	18.7 1.00	17.3 1.19	20.1 1.37	20.1 3.02
Satisfied with prompt payment of bills from civilian providers (73 k)	18.3 0.30	10.3 0.85	8.7 0.94	8.4 0.86	15.7 2.85
Satisfied with choice of provider (73 l)	21.2 0.30	20.7 1.10	21.9 1.41	17.3 1.32	22.3 3.29
Quality of my health care has improved under TRICARE Prime (73 m)	10.0 0.23	8.3 0.73	7.5 0.86	9.5 1.12	8.6 2.14
Need more information (73 n)	54.9 0.38	63.1 1.21	60.1 1.58	64.4 1.57	68.0 3.49
Understand differences between Standard, Extra, and Prime (73 o)	36.5 0.36	31.7 1.15	32.6 1.47	34.0 1.53	27.4 3.36
Total population who knows something about TRICARE Prime (n)	3,947,405	281,719	137,989	76,500	67,230

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

## **USE OF PREVENTIVE CARE**



Table 56

Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)  
 Various Populations  
 Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

Preventive Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Physical in past 12 months (11)	57.5 0.30	56.0 0.35	62.1 0.61	46.9 1.05	55.6 0.89	55.8 1.33	59.7 0.79	59.3 0.90
Blood pressure check within the past 2 years (12)	96.3 0.12	96.5 0.13	96.0 0.26	96.6 0.36	96.9 0.30	95.7 0.58	96.4 0.31	96.6 0.30
Cholesterol screening within the past 5 years (13)	80.5 0.24	78.9 0.29	84.6 0.45	73.9 0.90	82.5 0.70	75.1 1.14	81.9 0.63	80.5 0.78
Immunization or flu shot in past 12 months (14)	57.5 0.27	58.0 0.29	55.1 0.61	65.4 0.79	59.0 0.84	57.3 1.05	53.8 0.73	54.3 0.82
Advice on healthy living from health care provider in past 12 months (15)	56.2 0.31	54.5 0.35	60.3 0.62	49.2 1.04	56.7 0.89	52.0 1.34	56.1 0.80	55.6 0.92
Dental exam in past 12 months (16)	68.3 0.28	70.2 0.30	63.7 0.62	76.2 0.84	74.3 0.75	71.3 1.11	67.5 0.73	67.9 0.84
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	36.2 0.64	36.5 0.73	36.0 1.34	34.4 2.00	36.5 2.01	30.8 2.46	38.0 1.68	38.7 2.02
Pap smear in past 3 years (24)	87.5 0.29	89.2 0.27	84.2 0.69	89.9 0.80	88.9 0.74	90.0 1.07	89.6 0.64	89.3 0.72
Ever had a mammography, women age 40 to 49 (26)	90.3 0.65	91.5 0.61	88.4 1.58	87.6 1.84	94.2 1.19	92.9 2.10	90.4 1.57	92.0 1.58
Mammography in past 12 months, women age 50 or over (26)	66.4 0.59	67.7 0.56	65.6 1.12	45.3 2.72	73.2 1.42	67.5 2.31	68.1 1.41	66.1 1.52
Breast exam in past 12 months (27)	65.8 0.40	66.5 0.42	65.1 0.87	62.7 1.32	69.0 1.14	70.5 1.55	66.7 1.02	65.7 1.18
First trimester prenatal care (28, 29)	89.2 1.01	88.4 1.24	90.8 1.99	91.7 2.90	90.7 2.93	79.3 4.73	89.8 2.70	86.6 3.47
Prostate exam in past 2 years, men age 40 or over (23)	71.9 0.50	71.0 0.53	74.1 0.89	55.6 2.22	74.9 1.31	71.0 2.21	74.2 1.21	73.3 1.23
Total population (n) <sup>2</sup>	6,316,049	3,742,026	2,171,507	402,516	392,549	503,273	520,470	276,622

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

**Table 56 (continued)****Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)****Various Populations****Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Preventive Care	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Physical in past 12 months (11)	54.9 1.65	54.7 0.88	53.2 0.61	57.0 1.61	57.3 1.56	57.9 1.04	48.9 2.61	47.6 2.05
Blood pressure check within the past 2 years (12)	96.1 0.72	96.7 0.29	96.3 0.22	97.7 0.41	96.1 0.65	96.3 0.38	94.9 1.17	97.5 0.59
Cholesterol screening within the past 5 years (13)	78.5 1.39	79.4 0.75	77.2 0.51	75.7 1.43	82.4 1.16	79.7 0.86	78.2 2.07	75.3 1.73
Immunization or flu shot in past 12 months (14)	57.6 1.55	60.7 0.74	58.3 0.56	62.2 1.29	57.9 1.45	58.9 0.94	58.4 2.32	59.0 1.71
Advice on healthy living from health care provider in past 12 months (15)	50.5 1.57	55.1 0.89	53.4 0.61	54.1 1.62	57.1 1.58	56.8 1.04	53.7 2.65	54.6 2.01
Dental exam in past 12 months (16)	70.0 1.34	68.5 0.77	68.6 0.55	73.1 1.30	69.6 1.44	68.8 0.92	76.0 2.00	72.3 1.61
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	31.9 2.74	37.8 1.87	35.1 1.22	41.7 3.62	37.8 3.57	44.0 2.34	31.7 5.40	43.5 4.22
Pap smear in past 3 years (24)	88.5 0.89	89.6 0.69	88.7 0.52	89.4 1.31	87.3 1.45	87.4 0.95	90.8 1.83	92.3 1.34
Ever had a mammography, women age 40 to 49 (26)	88.7 2.19	90.0 1.75	91.0 1.18	91.4 3.37	89.8 3.78	91.5 2.09	95.9 2.20	93.7 3.07
Mammography in past 12 months, women age 50 or over (26)	67.0 2.00	68.0 1.47	65.7 1.22	66.5 2.87	70.1 2.78	64.3 2.03	66.7 4.07	71.7 4.41
Breast exam in past 12 months (27)	67.7 1.56	64.7 1.15	64.6 0.81	64.2 2.06	65.0 2.13	63.8 1.42	69.2 3.13	69.3 2.57
First trimester prenatal care (28, 29)	95.4 2.52	87.9 3.34	90.8 2.24	87.8 4.54	93.4 5.52	92.6 3.25	94.3 4.28	85.4 5.61
Prostate exam in past 2 years, men age 40 or over (23)	66.1 2.64	69.8 1.38	69.9 0.97	66.0 2.71	74.5 2.36	71.6 1.59	63.2 4.79	66.5 4.05
Total population (n) <sup>2</sup>	238,307	464,340	563,523	359,557	96,397	188,402	97,758	40,828

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

Table 65

**Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)**  
**Various Populations**  
**Percent of Overseas Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Preventive Care	Total Beneficiaries	Overseas Beneficiaries	Europe	Pacific	Latin America
Physical in past 12 months (11)	57.5 0.30	46.9 1.05	43.5 1.37	44.6 1.31	55.0 2.83
Blood pressure check within the past 2 years (12)	96.3 0.12	96.6 0.36	97.3 0.42	95.4 0.53	96.6 0.99
Cholesterol screening within the past 5 years (13)	80.5 0.24	73.9 0.90	74.5 1.17	69.1 1.29	78.0 2.33
Immunization or flu shot in past 12 months (14)	57.5 0.27	65.4 0.79	63.1 1.06	64.5 1.02	70.4 2.11
Advice on healthy living from health care provider in past 12 months (15)	56.2 0.31	49.2 1.04	48.3 1.36	47.6 1.32	52.2 2.81
Dental exam in past 12 months (16)	68.3 0.28	76.2 0.84	77.2 1.13	75.8 1.09	75.1 2.22
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	36.2 0.64	34.4 2.00	33.3 2.57	40.4 2.61	30.0 5.25
Pap smear in past 3 years (24)	87.5 0.29	89.9 0.80	91.1 1.20	89.0 0.92	88.2 2.23
Ever had a mammography, women age 40 to 49 (26)	90.3 0.65	87.6 1.84	89.5 2.54	82.5 2.94	91.6 5.12
Mammography in past 12 months, women age 50 or over (26)	66.4 0.59	45.3 2.72	43.3 4.82	41.7 3.63	50.4 4.53
Breast exam in past 12 months (27)	65.8 0.40	62.7 1.32	64.4 1.97	60.7 1.75	61.4 3.53
First trimester prenatal care (28, 29)	89.2 1.01	91.7 2.90	96.6 1.80	91.7 2.27	67.5 16.30
Prostate exam in past 2 years, men age 40 or over (23)	71.9 0.50	55.6 2.22	56.0 3.01	43.0 2.70	65.8 5.30
Total population (n) <sup>2</sup>	6,316,049	402,516	180,634	113,585	108,297

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.



## **USE OF CARE**



**Table 66**

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Use of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Any care from military sources (43)	60.8 0.27	70.7 0.29	39.6 0.60	81.7 0.80	73.4 0.71	72.0 1.12	68.1 0.71	67.3 0.81
Any care from civilian sources (58)	62.8 0.25	55.7 0.32	80.2 0.48	35.0 0.95	57.7 0.86	55.1 1.20	59.1 0.73	60.7 0.85
Any outpatient visits (46, 61)	71.7 0.28	73.9 0.31	66.9 0.61	76.3 0.89	76.5 0.72	74.8 1.17	73.0 0.72	73.7 0.81
Any nights in hospital (45, 60)	13.9 0.21	13.4 0.22	15.3 0.45	11.0 0.58	12.4 0.51	13.0 0.84	14.3 0.54	14.3 0.60
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	392,549	503,273	520,470	276,622

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 66 (continued)**

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Use of Care	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Any care from military sources (43)	72.1 1.33	72.9 0.69	68.1 0.52	71.2 1.29	61.5 1.45	69.3 0.92	83.6 1.56	83.4 1.40
Any care from civilian sources (58)	50.5 1.55	52.0 0.78	58.3 0.55	54.4 1.48	64.8 1.42	55.8 0.95	37.8 2.22	40.7 1.91
Any outpatient visits (46, 61)	72.8 1.55	74.3 0.77	72.9 0.54	72.5 1.44	72.6 1.35	73.9 0.92	78.0 2.10	74.9 1.74
Any nights in hospital (45, 60)	13.1 1.01	13.5 0.55	13.0 0.41	13.6 1.06	13.5 1.03	12.4 0.67	15.0 1.83	12.9 1.42
Total population (n)	238,307	464,340	563,523	359,557	96,397	188,402	97,758	40,828

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 74**

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)  
Percent of Overseas Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Use of Care	Total Beneficiaries	Overseas Beneficiaries	Europe	Pacific	Latin America
Any care from military sources (43)	60.8 0.27	81.7 0.80	83.4 1.03	84.9 0.89	75.7 2.26
Any care from civilian sources (58)	62.8 0.25	35.0 0.95	36.1 1.29	29.3 1.21	39.1 2.52
Any outpatient visits (46, 61)	71.7 0.28	76.3 0.89	77.5 1.13	76.3 1.10	74.1 2.46
Any nights in hospital (45, 60)	13.9 0.21	11.0 0.58	11.1 0.84	11.4 0.81	10.4 1.43
Total population (n)	6,316,049	402,516	180,634	113,585	108,297

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate



**SOURCE OF CARE**



Table 75

**Regular Source of Care (30, 31)**  
**All Beneficiaries (30) and Beneficiaries with a Regular Source of Care (31)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Source of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Have regular source (30)	90.5 0.19	90.3 0.23	91.6 0.35	85.8 0.77	92.7 0.47	89.5 0.89	89.8 0.53	90.2 0.69
Military hospital, clinic, or sick call (31)	45.3 0.23	57.9 0.29	16.9 0.40	83.1 0.69	55.7 0.84	58.6 1.11	54.0 0.72	53.3 0.81
Civilian doctor's office (31)	44.0 0.26	32.6 0.28	69.3 0.57	12.5 0.59	28.7 0.74	29.5 1.00	38.6 0.72	42.2 0.80
PRIMUS or NAVCARE clinic (31)	2.4 0.10	3.6 0.16	0.6 0.08	0.4 0.10	8.9 0.60	7.6 0.70	1.9 0.24	0.7 0.17
USTF (31)	0.9 0.06	0.6 0.04	1.6 0.17	0.2 0.09	2.4 0.24	0.2 0.07	0.4 0.10	0.2 0.07
Veterans' Administration clinic or hospital (31)	3.3 0.13	2.1 0.08	5.8 0.34	1.0 0.12	1.1 0.15	1.6 0.25	2.7 0.25	1.6 0.19
Some other type of place (31)	4.0 0.13	3.1 0.11	5.9 0.31	2.9 0.38	3.2 0.32	2.5 0.45	2.4 0.24	2.0 0.23
Total population who have a regular source of care (n) <sup>2</sup>	5,697,222	3,372,204	1,980,385	344,633	363,562	449,954	466,501	248,557

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

**Table 75 (continued)**  
**Regular Source of Care (30, 31)**  
**All Beneficiaries (30) and Beneficiaries with a Regular Source of Care (31)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Source of Care	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Have regular source (30)	89.2 1.27	90.3 0.57	89.5 0.39	90.5 1.04	93.2 0.78	91.8 0.62	89.2 1.69	90.1 1.20
Military hospital, clinic, or sick call (31)	66.0 1.37	63.1 0.74	56.3 0.54	53.0 1.26	49.3 1.45	57.6 0.94	79.3 1.62	82.9 1.34
Civilian doctor's office (31)	29.1 1.34	30.7 0.70	35.3 0.54	30.2 1.18	41.7 1.47	33.4 0.92	15.8 1.28	11.9 1.13
PRIMUS or NAVCARE clinic (31)	0.2 0.09	1.1 0.23	0.8 0.15	10.4 0.94	0.2 0.12	0.6 0.16	1.5 0.71	0.0 0.00
USTF (31)	0.2 0.09	0.4 0.14	0.2 0.05	0.1 0.06	0.1 0.04	2.4 0.31	0.7 0.48	0.7 0.43
Veterans' Administration clinic or hospital (31)	2.5 0.28	2.4 0.22	3.5 0.20	1.4 0.35	1.6 0.42	2.2 0.28	0.5 0.18	2.3 0.51
Some other type of place (31)	1.9 0.26	2.3 0.23	3.9 0.24	4.9 0.53	7.2 0.86	3.9 0.42	2.2 0.64	2.1 0.56
Total population who have a regular source of care (n) <sup>2</sup>	211,970	418,238	503,004	324,872	89,629	172,374	86,773	36,769

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

Source of Care	Total Beneficiaries	Overseas Beneficiaries	Percent of Overseas Beneficiaries by Location (CACSMPLP) <sup>1</sup>		
			Europe	Pacific	Latin America
Have regular source (30)	90.5 0.19	85.8 0.77	87.0 0.94	85.8 0.92	83.7 2.21
Military hospital, clinic, or sick call (31)	45.3 0.23	83.1 0.69	85.6 0.93	87.2 0.77	74.4 1.97
Civilian doctor's office (31)	44.0 0.26	12.5 0.59	11.5 0.85	8.8 0.70	18.2 1.60
PRIMUS or NAVCARE clinic (31)	2.4 0.10	0.4 0.10	0.1 0.07	0.7 0.24	0.4 0.23
USTF (31)	0.9 0.06	0.2 0.09	0.3 0.20	0.0 0.02	0.0 0.01
Veterans' Administration clinic or hospital (31)	3.3 0.13	1.0 0.12	0.1 0.06	0.7 0.19	2.8 0.41
Some other type of place (31)	4.0 0.13	2.9 0.38	2.4 0.42	2.5 0.36	4.3 1.22
Total population who have a regular source of care (n) <sup>2</sup>	5,697,222	344,633	156,798	97,417	90,418

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31



## **BENEFICIARY CHARACTERISTICS**



**Table 84**

**Average Health Status Score<sup>1</sup> (1-7) by Location (CACSMPLP)<sup>2</sup>**

Health Status	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Physical health summary (1-7)	48.0 0.06	48.7 0.06	46.1 0.15	51.3 0.16	49.4 0.16	50.1 0.22	47.6 0.16	47.4 0.19
Mental health summary (1-7)	52.4 0.06	52.4 0.06	52.6 0.12	51.3 0.20	53.1 0.13	52.0 0.22	52.4 0.15	52.6 0.16
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	392,549	503,273	520,470	276,622

<sup>1</sup> Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 84 (continued)**

**Average Health Status Score<sup>1</sup> (1-7) by Location (CACSMPLP)<sup>2</sup>**

Health Status	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Physical health summary (1-7)	49.4 0.23	48.5 0.16	48.2 0.12	49.2 0.29	47.9 0.31	48.5 0.20	50.4 0.41	49.8 0.35
Mental health summary (1-7)	52.3 0.23	52.6 0.15	52.4 0.11	52.2 0.29	53.1 0.24	52.0 0.19	51.8 0.43	52.6 0.35
Total population (n)	238,307	464,340	563,523	359,557	96,397	188,402	97,758	40,828

<sup>1</sup> Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 91**

**Private Insurance Coverage (39-41)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Insurance Coverage	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Supplemental MEDICARE coverage (39)	11.8 0.14	9.3 0.10	17.9 0.35	2.2 0.24	10.8 0.30	6.4 0.27	12.4 0.31	13.6 0.33
Private insurance coverage (40)	38.4 0.27	33.4 0.27	51.4 0.63	15.0 0.66	40.0 0.78	28.2 0.95	36.0 0.68	36.2 0.76
Who pays for private insurance? (41)								
Self/family (41)	61.0 0.50	61.4 0.51	60.3 0.92	64.1 2.45	62.3 1.26	64.9 2.00	67.2 1.22	69.2 1.26
Employer (41)	34.4 0.48	34.0 0.48	35.1 0.88	32.0 2.36	37.2 1.24	34.6 1.96	30.2 1.18	28.8 1.17
Spouse's employer (41)	19.1 0.41	19.1 0.43	19.3 0.74	13.2 1.74	21.1 1.08	19.2 1.74	15.4 0.92	17.0 1.07
Other (41)	3.2 0.17	3.4 0.19	3.0 0.29	4.9 1.00	2.3 0.36	1.9 0.52	3.0 0.52	1.9 0.35
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	392,549	503,273	520,470	276,622

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 91 (continued)**

**Private Insurance Coverage (39-41)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Insurance Coverage	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Supplemental MEDICARE coverage (39)	8.1 0.31	8.0 0.27	9.6 0.23	7.0 0.49	12.9 0.78	8.3 0.41	4.8 0.70	3.3 0.52
Private insurance coverage (40)	32.8 1.16	29.3 0.65	35.3 0.53	31.3 1.23	42.6 1.36	32.2 0.89	26.0 1.87	27.2 1.47
Who pays for private insurance? (41)								
Self/family (41)	58.0 2.06	60.6 1.38	63.0 0.98	53.0 2.57	48.7 2.46	50.7 1.80	50.7 4.12	51.5 3.39
Employer (41)	37.2 1.92	32.7 1.29	33.7 0.95	33.6 2.43	38.6 2.36	39.6 1.77	34.6 3.64	45.2 3.33
Spouse's employer (41)	21.2 1.79	17.7 1.09	18.0 0.78	21.6 2.28	24.9 2.21	21.3 1.54	25.4 3.57	24.2 2.90
Other (41)	2.1 0.44	4.2 0.58	4.1 0.43	6.3 1.11	5.8 1.20	4.8 0.69	1.7 1.16	2.0 0.89
Total population (n)	238,307	464,340	563,523	359,557	96,397	188,402	97,758	40,828

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 99**

**Enrollment in TRICARE Prime (BGCSMPLP, 76, 79)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Enrollment in TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Catchment Area Beneficiaries in U. S. Health Care Regions			
					1	2	3	4
Enrolled with military Primary Care Manager (BGCSMPLP, 76, 79)	53.3 0.25	60.8 0.27	24.8 0.47	87.3 0.48	46.5 0.87	61.8 1.00	59.3 0.73	53.8 0.90
Enrolled with civilian Primary Care Manager (76, 79)	7.5 0.18	6.6 0.18	11.7 0.52	1.5 0.22	1.7 0.27	5.0 0.60	6.6 0.44	6.8 0.51
Not enrolled (76)	35.3 0.29	30.1 0.27	55.7 0.78	10.0 0.44	46.5 0.93	30.1 1.04	31.6 0.72	37.0 0.88
Unsure if enrolled (76)	3.8 0.16	2.6 0.10	7.8 0.53	1.2 0.14	5.2 0.49	3.1 0.34	2.5 0.25	2.4 0.29
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	392,549	503,273	520,470	276,622

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 99 (continued)**

**Enrollment in TRICARE Prime (BGCSMPLPP, 76, 79)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Enrollment in TRICARE Prime	Catchment Area Beneficiaries in U. S. Health Care Regions							
	5	6	7/8	9	10	11	12	Alaska
Enrolled with military Primary Care Manager (BGCSMPLP, 76, 79)	59.4 1.36	63.4 0.69	63.0 0.56	66.6 1.19	53.3 1.50	59.9 0.99	82.3 1.44	81.4 1.24
Enrolled with civilian Primary Care Manager (76, 79)	0.7 0.18	8.1 0.48	6.8 0.37	11.6 0.99	15.4 1.27	10.1 0.70	3.3 0.81	0.8 0.34
Not enrolled (76)	35.9 1.30	26.9 0.64	27.9 0.54	20.4 1.13	28.9 1.49	28.2 0.95	12.6 1.25	16.2 1.17
Unsure if enrolled (76)	4.1 0.45	1.6 0.21	2.3 0.22	1.5 0.40	2.3 0.59	1.7 0.29	1.7 0.40	1.6 0.46
Total population (n)	238,307	464,340	563,523	359,557	96,397	188,402	97,758	40,828

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 106**

**TRICARE Prime Enrollment Status (BGCSMPLP, 76, 79) and Likelihood to Enroll (83)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Enrollment Status	Total DoD Beneficiaries		Region 1		Region 2		Region 3		Region 4	
	Catchment	Non Catchment	Catchment	Non Catchment	Catchment	Non Catchment	Catchment	Non Catchment	Catchment	Non Catchment
<b>Enrolled</b> (BGCSMPLP, 76)										
<u>Active duty</u>	46.4 0.20	29.0 0.45	50.5 0.94	37.4 1.42	57.2 0.91	28.2 2.04	36.7 0.59	16.4 1.02	30.4 0.86	21.9 1.23
<u>Non-active duty</u>										
Military PCM (79)	20.0 0.23	7.2 0.36	3.0 0.37	1.7 0.42	8.9 0.71	1.2 0.36	26.4 0.69	8.6 1.16	26.6 0.83	7.1 1.19
Civilian PCM (79)	6.6 0.18	12.0 0.52	2.0 0.31	3.4 0.75	5.4 0.64	3.5 1.16	7.0 0.46	14.0 1.76	7.2 0.54	21.1 2.15
<b>Not enrolled</b> (76)										
Likely to enroll (83)	4.6 0.14	6.2 0.45	15.3 0.82	10.5 1.35	4.1 0.47	10.7 2.03	2.9 0.30	6.4 1.40	3.7 0.41	4.6 1.21
Unlikely to enroll (83)	19.7 0.24	37.5 0.80	23.3 0.88	35.1 2.07	21.1 1.03	46.2 3.08	24.3 0.71	45.9 2.55	29.5 0.84	34.2 2.54
<b>Unsure if enrolled</b> (76)										
2.6 0.10	8.1 0.53	6.0 0.56	11.9 1.63	3.3 0.36	10.3 2.16	2.6 0.27	8.8 1.68	2.6 1.68	11.1 0.31	11.1 1.89
Total population (n)	3,950,078	2,365,971	392,549	403,775	503,273	119,063	520,470	287,505	276,622	182,808

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 106 (continued)**

**TRICARE Prime Enrollment Status (BGCSMPLP, 76, 79) and Likelihood to Enroll (83)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

Enrollment Status	Region 5		Region 6		Region 7/8		Region 9	
	Catchment	Non Catchment						
<b>Enrolled (BGCSMPLP, 76)</b>								
<u>Active duty</u>	62.7 1.41	22.3 1.77	41.7 0.57	11.9 0.67	36.4 0.45	20.4 0.93	52.2 0.97	24.0 1.21
<u>Non-active duty</u>								
Military PCM (79)	2.6 0.43	1.9 0.84	24.9 0.71	8.0 1.48	29.8 0.57	9.2 1.36	17.3 1.05	10.6 1.24
Civilian PCM (79)	0.7 0.19	2.8 1.59	8.5 0.51	17.6 2.42	7.2 0.39	9.3 1.25	12.1 1.02	25.4 2.07
<b>Not enrolled (76)</b>								
Likely to enroll (83)	15.0 1.03	12.8 3.09	2.8 0.27	4.3 1.26	2.6 0.23	6.1 1.43	2.4 0.48	2.3 0.66
Unlikely to enroll (83)	14.5 0.83	45.6 3.94	20.4 0.61	53.1 2.97	21.7 0.52	45.2 2.48	14.4 1.01	33.8 2.17
<b>Unsure if enrolled (76)</b>								
4.5 0.49	14.5 3.17	1.7 0.22	5.2 1.51	2.4 0.23	9.9 1.78	1.5 0.42	3.9 0.90	
Total population (n)	238,307	259,993	464,340	279,830	563,523	264,554	359,557	123,588

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 106 (continued)**

**PRIME Enrollment Status (BGCSPMLP, 76, 79) and Likelihood to Enroll (83)  
Percent of Beneficiaries by Location (CACSPMLP)<sup>1</sup>**

Enrollment Status	Region 10		Region 11		Region 12		Alaska	
	Catchment	Non Catchment						
<b>Enrolled</b> (BGCSPMLP, 76)								
<u>Active duty</u>	33.8 1.04	19.6 1.22	36.9 0.76	12.7 1.65	54.4 1.57	15.0 0.91	50.5 1.46	51.6 4.21
<u>Non-active duty</u>								
Military PCM (79)	21.9 1.36	10.5 1.46	26.2 0.98	7.2 1.49	29.5 1.73	5.5 2.47	33.5 1.64	13.7 5.31
Civilian PCM (79)	16.1 1.32	24.9 2.13	10.7 0.73	24.2 2.67	3.4 0.83	32.4 3.20	0.8 0.35	2.4 0.89
<b>Not enrolled</b> (76)								
Likely to enroll (83)	3.7 0.78	2.5 0.76	4.1 0.49	5.9 1.62	2.0 0.69	6.2 1.74	2.1 0.50	4.7 1.37
Unlikely to enroll (83)	22.1 1.39	38.5 2.30	20.4 0.89	41.5 3.12	9.1 1.03	31.4 3.17	11.5 1.01	22.5 2.72
<b>Unsure if enrolled</b> (76)								
2.4 0.62	4.0 1.04	1.8 0.31	8.6 1.94	1.7 0.41	9.6 2.11	1.6 0.47	5.0 1.29	
Total population (n)	96,397	142,836	188,402	96,251	97,758	4,147	40,828	7,157

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 107**

**Percent of Beneficiaries Who Are Satisfied With Overall Access to Health Care  
by Enrollment Type and Past Care**

Region	Population	Enrollment Status							
		Enrolled Active Duty		Enrolled Non-Active Duty		Not Enrolled Under Age 65		Not Enrolled Age 65 or Over	
		Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Region 1	731,340	55.0	87.7	48.4	85.9	52.5	87.8	71.2	92.4
Region 2	561,826	52.2	81.9	50.1	79.3	43.8	90.2	58.4	89.7
Region 3	740,381	49.9	80.0	56.9	81.4	36.7	87.7	61.7	90.4
Region 4	422,018	51.5	87.7	54.5	78.1	38.3	87.7	49.6	91.8
Region 5	438,523	55.4	90.9	54.2	83.2	58.8	87.7	63.6	92.5
Region 6	678,064	52.1	76.3	57.2	78.8	43.5	87.0	59.6	88.6
Region 7/8	746,950	50.2	82.5	53.2	78.6	37.9	88.4	46.2	89.5
Region 9	438,475	63.4	73.4	61.3	81.4	60.0	86.4	69.6	89.0
Region 10	218,077	53.9	79.2	64.8	76.5	42.0	87.4	63.7	91.1
Region 11	262,319	64.7	86.9	65.1	82.1	55.3	87.1	64.1	92.0
Region 12	95,630	70.7	78.0	59.3	80.4	50.2	90.4	72.0	93.3
Alaska	43,871	61.1	72.6	52.9	83.5	53.0	84.0	76.9	86.0
Europe	162,002	50.7	76.4	48.3	86.3	55.7	88.7	63.0	89.7
<b>MHS Average</b>	<b>5,539,478</b>	<b>54.5</b>	<b>82.2</b>	<b>55.7</b>	<b>80.4</b>	<b>47.3</b>	<b>87.9</b>	<b>61.4</b>	<b>90.6</b>

**Table 108**

**Percent of Beneficiaries Who Are Satisfied With the Overall Quality of Health Care They Received in the Past 12 Months  
by Enrollment Type and Past Care**

Region	Population	Enrollment Status							
		Enrolled Active Duty		Enrolled Non-Active Duty		Not Enrolled Under Age 65		Not Enrolled Age 65 or Over	
		Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Region 1	731,340	73.3	93.8	71.2	90.2	80.5	93.4	92.9	93.9
Region 2	561,826	69.0	94.1	69.9	89.0	68.1	95.7	81.5	93.1
Region 3	740,381	66.6	90.6	77.8	91.4	61.9	92.2	87.6	93.0
Region 4	422,018	75.2	93.6	75.9	88.2	69.6	94.4	84.3	92.9
Region 5	438,523	68.9	90.7	73.5	90.1	81.8	91.5	84.8	93.4
Region 6	678,064	70.3	86.9	77.9	86.3	76.6	91.7	84.5	90.7
Region 7/8	746,950	69.5	90.7	75.3	87.8	69.8	94.0	79.1	91.8
Region 9	438,475	72.4	93.9	74.9	88.7	75.7	94.3	86.7	92.4
Region 10	218,077	75.1	88.4	80.6	87.5	69.4	93.5	84.0	93.2
Region 11	262,319	77.7	92.1	82.6	87.2	80.5	93.3	87.2	97.3
Region 12	95,630	74.3	79.3	73.5	94.0	69.3	93.6	86.8	97.1
Alaska	43,871	73.9	96.5	75.4	95.9	78.5	90.6	93.0	94.0
Europe	162,002	68.8	82.7	73.8	91.7	82.7	95.5	96.5	95.5
<b>MHS Average</b>	<b>5,539,478</b>	<b>70.9</b>	<b>91.4</b>	<b>75.7</b>	<b>88.8</b>	<b>74.2</b>	<b>93.3</b>	<b>86.3</b>	<b>92.9</b>

**Table 109**

**Percent of Beneficiaries Who Made 6 or More Calls to Get an Appointment in the Past 12 Months  
by Enrollment Type and Past Care**

Region	Population	Enrollment Status							
		Enrolled Active Duty		Enrolled Non-Active Duty		Not Enrolled Under Age 65		Not Enrolled Age 65 or Over	
		Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Region 1	731,340	16.2	5.6	23.4	9.0	18.9	11.1	13.8	12.7
Region 2	561,826	17.4	4.1	26.7	11.3	22.2	9.5	10.5	10.2
Region 3	740,381	18.6	6.2	24.8	11.7	20.4	9.6	8.1	15.1
Region 4	422,018	15.5	9.9	19.8	11.2	15.0	12.1	14.2	10.9
Region 5	438,523	10.7	5.3	26.1	10.2	19.6	11.0	8.9	11.7
Region 6	678,064	18.0	6.2	22.8	10.8	21.8	14.2	15.8	14.7
Region 7/8	746,950	15.5	5.5	23.6	9.9	15.1	10.4	10.2	13.7
Region 9	438,475	13.0	5.3	22.7	15.1	16.0	11.8	9.9	15.3
Region 10	218,077	16.2	8.0	20.7	12.5	10.4	13.3	5.0	17.0
Region 11	262,319	15.8	4.6	20.8	11.3	10.9	12.1	12.4	12.2
Region 12	95,630	20.9	0.2	27.3	13.1	23.9	10.6	16.3	15.3
Alaska	43,871	16.6	0.8	17.0	2.2	14.9	6.3	14.0	6.1
Europe	162,002	19.9	1.1	31.6	10.3	21.3	8.4	9.9	17.5
<b>MHS Average</b>	<b>5,539,478</b>	<b>16.4</b>	<b>5.3</b>	<b>23.7</b>	<b>11.2</b>	<b>18.5</b>	<b>11.2</b>	<b>11.4</b>	<b>13.6</b>

**Table 110**

**Percent of Beneficiaries Covered by Some Type of Insurance**

Region	Population	Type of Insurance						
		CHAMPUS	CHAMPUS Supplemental Insurance	Medicare Part A	Medicare Part B	Medicare Supplemental Insurance	Private Insurance or HMO	TRICARE Dental Plan
<b>Region 1</b>	701,331	62.4	17.1	28.2	25.4	15.4	46.7	12.7
<b>Region 2</b>	555,562	77.1	21.5	15.7	14.3	9.9	31.1	24.5
<b>Region 3</b>	757,557	68.3	17.7	26.3	23.9	17.2	36.4	18.8
<b>Region 4</b>	435,509	71.0	18.7	24.7	23.0	16.6	36.0	16.0
<b>Region 5</b>	446,708	66.9	17.1	24.0	21.4	13.8	44.6	12.1
<b>Region 6</b>	689,133	70.1	15.4	23.5	21.5	12.3	34.5	19.1
<b>Region 7/8</b>	784,020	69.9	15.9	22.4	20.7	12.7	35.5	18.3
<b>Region 9</b>	422,055	66.9	13.6	24.3	22.3	9.9	35.4	24.8
<b>Region 10</b>	223,148	53.5	11.6	35.2	32.2	17.7	47.5	12.6
<b>Region 11</b>	262,864	67.0	13.9	25.1	22.5	12.2	36.7	18.3
<b>Region 12</b>	92,546	80.9	14.5	12.2	10.0	5.7	23.3	34.8
<b>Alaska</b>	45,432	87.0	14.4	6.9	5.7	3.7	25.5	32.3
<b>Europe</b>	166,411	93.9	15.8	3.7	1.1	1.2	11.8	37.4
<b>MHS Average</b>	5,582,275	69.4	16.6	23.4	21.2	13.2	36.8	18.9

**Table 111**  
**Percent of Beneficiaries Enrolled in the TRICARE Dental Plan That are Satisfied With Their Dental Care  
by Enrollment Type**

Region	Population	Enrollment Status			
		Enrolled Active Duty	Enrolled Non-Active Duty	Not Enrolled Under Age 65	Not Enrolled Age 65 or Over
Region 1	85,585	90.7	93.6	96.3	100.0
Region 2	130,427	92.0	92.9	97.0	.
Region 3	136,931	87.3	89.0	90.0	78.2
Region 4	66,656	90.8	92.8	96.5	.
Region 5	51,934	90.8	89.9	85.0	.
Region 6	126,538	86.1	91.1	93.9	100.0
Region 7/8	137,882	89.8	92.5	92.4	14.2
Region 9	99,849	81.0	89.8	98.9	.
Region 10	26,781	84.3	92.1	83.8	.
Region 11	46,154	90.4	91.9	95.6	.
Region 12	31,031	90.1	91.1	100.0	.
Alaska	13,761	88.9	90.5	97.3	.
Europe	58,263	86.9	82.7	92.2	46.6
MHS Average	1,011,791	88.2	90.9	93.8	85.1

**Table 112**  
**Percent of Beneficiaries Satisfied With the Ease of Seeing a Provider of Choice**  
**by Enrollment Type and Past Care**

Region	Population	Enrollment Status							
		Enrolled Active Duty		Enrolled Non-Active Duty		Not Enrolled Under Age 65		Not Enrolled Age 65 or Over	
		Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Region 1	731,340	32.9	81.2	38.5	82.8	46.8	82.5	73.3	92.7
Region 2	561,826	27.6	83.6	39.9	75.8	42.3	89.7	58.7	90.0
Region 3	740,381	40.1	68.8	50.9	74.2	32.5	83.5	64.1	88.1
Region 4	422,018	36.6	70.3	47.0	72.1	31.4	87.8	60.6	91.8
Region 5	438,523	33.0	84.1	44.6	78.7	51.2	84.8	59.8	88.2
Region 6	678,064	35.5	72.1	44.8	67.6	40.8	84.8	54.5	85.8
Region 7/8	746,950	34.6	76.8	44.3	72.5	35.6	85.0	47.8	88.7
Region 9	438,475	37.6	86.6	55.4	78.4	54.5	83.8	69.5	87.2
Region 10	218,077	40.6	70.0	54.3	74.6	47.7	81.1	63.0	88.6
Region 11	262,319	40.4	76.6	50.6	71.7	41.0	83.3	70.1	89.4
Region 12	95,630	42.5	70.9	47.9	82.8	37.7	89.5	62.1	94.3
Alaska	43,871	37.8	76.3	39.3	82.1	39.5	82.5	75.0	88.1
Europe	162,002	35.2	69.9	40.2	84.4	61.3	77.2	73.6	86.4
<b>MHS Average</b>	<b>5,539,478</b>	<b>35.2</b>	<b>77.9</b>	<b>46.4</b>	<b>74.5</b>	<b>43.0</b>	<b>84.8</b>	<b>62.4</b>	<b>89.0</b>